



Occupational Safety and Health

Violence in the Workplace

Introduction

- ★ Case studies
- ★ Second leading cause of death in the workplace
 - * Leading cause among women
- ★ One of every four employees are attacked, threatened or harassed each year

Definitions

- ★ Workplace violence
- ★ Occupational violent crime
- ★ Employee
- ★ Outsider
- ★ Employee-related outsider
- ★ Customer

Awareness

* Types of Violence

- * Hitting
- * Shoving
- * Pushing
- * Kicking
- * Sexual assault

Awareness

* Verbal Outbursts

- * Threats
- * Harassment
- * Abuse
- * Intimidation

Awareness

- * Sources of Violence
 - * Internal
 - * Unstable economy
 - * Layoffs
 - * Authoritarian management
 - * Insensitive terminations
 - * Pressure to increase productivity
 - * Psychological instability
 - * Lack of individual responsibility

Awareness

* Sources of Violence

* External

- * Working alone or in small groups
- * Involved in exchanging money with the public
- * Late night or early morning
- * Guard valuable property
- * High crime areas
- * Work with the public

Awareness

* Customer Violence

- * Not satisfied with service or product
- * Hate to wait
- * Mistakes are made
- * Promises not kept

Prevention

- ★ Organization must be involved at all levels
- ★ Know the warning signs
- ★ Report any violent behavior
- ★ Learn to effectively deal with stress and conflicts

Knowing the Warning Signs

- ★ Direct threats
- ★ Veiled threats
- ★ Conditional threats

Know the Warning Signs

- * Unusually argumentative
- * Does not cooperate with others
- * Cannot deal with authority
- * Blames others
- * Displays marked changes in behavior
- * Appears depressed often
- * Alcohol or drug abuse
- * History of violence

Report Workplace Violence

- ★ Crucial
 - ★ Do not ignore
 - ★ Consequences severe
 - ★ Personal guilt if not reported
 - ★ Disciplinary action
 - ★ Loss of life or injury
- ★ What to Report
- ★ Documentation

Deal with Stress

- ★ Stress is psychological or physical tension created by an action or situation such as:
 - ★ Checkrides / flight evaluations
 - ★ Examinations
 - ★ Doctor or dentist visits
 - ★ Personal (divorce, death, sickness, etc.)
 - ★ Job deadlines

Affects on the Body

- ★ Heart beats faster
- ★ Breathing quickens
- ★ Liver releases stored nutrients
- ★ Blood pressure rises
- ★ Pupils dilate
- ★ Muscles tense
- ★ Various reactions
- ★ Chemicals released into the bloodstream

How to Deal with Stress

- ★ “The best way to deal with one kind of stress is to get more of another kind.” *Dr. Robert Hanson*
- ★ Reconsider how you view stress
- ★ Stop trying to get rid of it
- ★ Make life interesting
- ★ Take on new challenges
- ★ Try sports or hobbies
- ★ Take a break

The Body's Cycle

- ★ “Circadian Cycle”
- ★ Try to sleep at the same time each day
- ★ Don’t sleep right after eating
- ★ Use blackout shades
- ★ Wake up with bright lights, lively music or cool shower
- ★ Relax in a warm bath

Balanced Diet

- ★ Eat right
- ★ Eat a variety of foods
- ★ Eat fresh foods
- ★ Avoid processed foods
- ★ Stay away from fatty foods
- ★ Drink water

Substance Abuse

- ★ No drugs - period!
- ★ Alcohol in strict moderation
- ★ Know avenues of assistance
- ★ Seek help when needed

Exercise

- ★ Regular
- ★ Varied
- ★ Often
- ★ Avoid over exertion
- ★ Warm up and cool down

Type-A Personality

- ★ Competitive
- ★ Overachievers
- ★ View life as a test
- ★ Sweat blood to get the job done
- ★ Secrete four times the adrenaline
- ★ Over half of all working men

Type-A Problems

- ★ Constant state of alarm
- ★ Performance can decrease as pressure increases
- ★ Thinking can get muddled
- ★ Prone to make more mistakes
- ★ More a hindrance than a help
- ★ Working toward an early grave

Type-A Solutions

- ★ Learn to laugh (at yourself)
- ★ Build relationships
- ★ Work on communicating with others
- ★ Let your feelings out
- ★ Slow down
- ★ Enjoy life outside work
- ★ Don't butt heads with other Type-A's

Conflict Recognition

- * Scheduling
- * Communication breakdowns
- * Priorities
- * Cost/financial objectives
- * Pressure
- * Differing views/expectations
- * Personality conflicts
- * Personal problems

Detection

- ★ Conflict is normal
- ★ Causes diverse and varied
- ★ Not all are out in the open
- ★ Open and honest environment encourages support

Reaction

- ★ Settling conflict
 - ★ Competition (win/lose)
 - ★ Accommodation (lose/win)
 - ★ Avoidance (lose/lose)
 - ★ Compromise (win/lose-win/lose)
 - ★ Collaboration (win/win)

Win/Win

- ★ Willingness to resolve
- ★ Willingness to go to root of problem
- ★ Willingness to empathize

A-E-I-O-U

- * **A**ssume
- * **E**xpress
- * **I**dentify
- * **O**utcome
- * **U**nderstanding

Resolution

- ★ Anticipate other's reactions
- ★ Identify greatest points of resistance
- ★ Decide best time to approach
- ★ Establish what is “in it” for other party

Mediation

- ★ Determine the players
- ★ State what action will be taken
- ★ Ask for input, one person at a time
- ★ Get player-generated solutions
- ★ Prepare schedule for implementation
- ★ Measure progress

Communication

- ★ Be respectful
- ★ Be fair
- ★ Listen
- ★ Paraphrase
- ★ Be aware of body language
- ★ Ask open-ended questions

When All Else Fails

QUIT!





Questions/Comments

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